

Appendix B: Origin and Destination Studies/Customer Survey

1999 Washington State Ferries Travel Survey Analysis and Results Report, June 2000 (Parsons Brinckerhoff)

- Undertaken in response to recommendation in 1998 Joint Legislative Audit Review Committee Audit
- Used in preparing 2006-2030 Draft Long Range Plan
- Comparisons to 1993 Origin & Destination Study provided

2003 Washington State Ferries South Sound Travel Survey Analysis and Results Report, June 2004 (Parsons Brinckerhoff)

- Used in preparing the Ten-Year Passenger Strategy for Washington's Multimodal Ferry Transportation System, January 2005
- Used in preparing 2006-2030 Draft Long-Range Plan

Amenity Concept & Customer Satisfaction Study, December 2002 (Northwest Research Group)

- Objectives of the survey
 - Test interest in different types of amenities
 - Measure importance of and satisfaction with key elements of WSF service delivery
 - Measure the importance of and satisfaction with current amenities
 - Analyze differences in customer satisfaction and interest in new amenities across routes and passenger segments

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
Systemwide Findings	<p>PM Peak</p> <ul style="list-style-type: none"> • 65% of trips undertaken for work/school or business similar to 1993 (p. 34) • 50% made a one-way trip on the ferry six or more times in the previous week compared to 40% in 1993 (p. 37) • 36% walk-on/64% boarded in a vehicle compared to 1993 37% walk-on (p. 49) • Average vehicle occupancy 1.48 persons down from 1.60 in 1993 (p. 49) • 24% of riders accessed the terminal by bus or shuttle up from 14% in 1993 and 32% departed the terminal by bus or shuttle up from 16% in 1993 (p. 3-4) • 42% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 25% of vehicle drivers waited 31-60 minutes to 	<p>Changes since 1999</p> <ul style="list-style-type: none"> • Slower economy, localized employment reductions & higher fares have all contributed to a dampening in ferry travel demand. (p. 1) • A series of tariff revisions and fare increases have raised the average fare by over 40% in the south Sound corridor, with the effective increase in the frequent-user discounted fare on the Seattle-Vashon passenger-only route totaling 128%. (p. 1) <p>Purpose</p> <ul style="list-style-type: none"> • Examine how ferry user travel patterns have changed since 1999. • Provide data to evaluate the possible relocation of existing ferry service from Fauntleroy to Colman Dock. (p. 1) 	<p>System Satisfaction</p> <ul style="list-style-type: none"> • WSF has a significant base of support for its performance. (p. 29) • 75% of all riders are satisfied with WSF/25% are dissatisfied. (p. 29) • Full fare riders more satisfied (79% satisfied/ 21% dissatisfied) than commuters (71% satisfied/29% dissatisfied). (p. 29) <p>Value</p> <ul style="list-style-type: none"> • 48% good value/52% not • 45% commuters good value/55% not • 51% full fare good value/49% not (p. 45) <p>Improvement Needed</p> <ul style="list-style-type: none"> • Reduce fares (28%) <ul style="list-style-type: none"> • Commuters 25% • Full fare 32% • Provide more boats/more runs (16%)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>board (p. 31)</p> <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 52% of trips undertaken for work/school or business similar to 1993 (p. 35) • 55% made a one-way trip on the ferry six or more times in the previous week • 26% walk-on/74% board in a vehicle (p. 49) • 37% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 13% of vehicle drivers waited 31-60 minutes to board (p. 32) <p>Sunday</p> <ul style="list-style-type: none"> • 75% of trips undertaken for social/recreational/shopping/sight-seeing • 72% made 5 or fewer one-way ferry trips in the past week • 14% walk on/86% board in a vehicle (p. 49) • Average vehicle occupancy 2.1 (p. 49) • 20% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 23% of vehicle drivers waited 31-60 minutes to board (p. 32) <p>Conclusions</p> <ul style="list-style-type: none"> • Some of the increase in ridership from 1993-1999 has come from existing riders increasing their usage frequency. • Maintaining these patrons while attracting new ones may be an important issue in the future. • Coordination with the transit agencies will be increasingly important given increase in use of transit for terminal access and egress. • Drop in average vehicle occupancy indicates the importance of continuing to provide priority treatments for high occupancy vehicle ferry riders. (p. 3-4) 	<p>Key Findings</p> <ul style="list-style-type: none"> • Average daily ridership lower than in 1999 due to 40% fare increase. (p. 17) • Two exceptions: PM peak ridership on the Point Defiance-Tahlequah route and the Fauntleroy-Southworth route. (p. 17) • Increase in the PM and overall travel on the Fauntleroy-Southworth route may be due to a substitution effect resulting from lower fare increases on this route between 1999 and 2003 and than on the Bainbridge and Bremerton cross-sound routes. In 1999 the fares were the same; in 2003 Fauntleroy-Southworth fares were 22% lower. (p. 18-19) • The Fauntleroy-Southworth PM peak may be better served by going to Colman Dock, based on the westbound PM peak origins. (p. 22). 	<ul style="list-style-type: none"> • Commuters 23% • Full fare 28% <ul style="list-style-type: none"> • Keep ferries on schedule (14%) <ul style="list-style-type: none"> • Commuters 20% • Full fare 8% • Improve customer service (12%) <ul style="list-style-type: none"> • Commuters 15% • Full fare 9% • Improve the food/beverages (10%) <ul style="list-style-type: none"> • Commuters 9% • Full fare 12% (p. 47) <p>Satisfaction with ferry services</p> <ul style="list-style-type: none"> • On-time performance <ul style="list-style-type: none"> • 97% believe important • 67% satisfied • 33% not satisfied • Route reliability <ul style="list-style-type: none"> • 96% believe important • 76% satisfied • 24% not satisfied • Cleanliness of bathrooms on ferry <ul style="list-style-type: none"> • 95% believe important • 64% satisfied • 26% not satisfied • Cleanliness of ferry <ul style="list-style-type: none"> • 93% believe important • 73% satisfied • 27% not satisfied • Friendly/helpful ferry employees <ul style="list-style-type: none"> • 91% believe important • 66% satisfied • 34% not satisfied • Overall appearance of ferry <ul style="list-style-type: none"> • 87% believe important • 71% satisfied • 29% not satisfied

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
			<ul style="list-style-type: none"> • Comfort of on-board seating <ul style="list-style-type: none"> ▪ 86% believe important ▪ 71% satisfied ▪ 29% not satisfied • Enforcement of rowdiness rules <ul style="list-style-type: none"> ▪ 84% believe important ▪ 60% satisfied ▪ 40% not satisfied • Clarity of on-board announcements <ul style="list-style-type: none"> ▪ 81% believe important ▪ 50% satisfied ▪ 50% not satisfied • Ability to contact crew members on board <ul style="list-style-type: none"> ▪ 72% believe important ▪ 52% satisfied ▪ 48% not satisfied • Enforcement of rules on animals <ul style="list-style-type: none"> ▪ 65% believe important ▪ 54% satisfied ▪ 46% not satisfied <p>(p. 91)</p>
Central Sound Corridor Edmonds-Kingston Seattle-Bainbridge Seattle-Bremerton	Distinct travel-shed PM Peak <ul style="list-style-type: none"> • 52% of systemwide ridership (p. 54) • 73% of trips undertaken for work/school or business, up from 69% in 1993 (p. 56) • 57% made a one-way trip on the ferry six or more times in the previous week (p. 37) • 51% walk-on/49% boarded in a vehicle compared to 1993 48% walk-on (p. 59-60) • 70% of walk-on riders accessed the terminal by walking, biking or transit, and 53% departed the terminal by walking, biking or transit (p. 59) 		

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Edmonds-Kingston PM Peak</p> <ul style="list-style-type: none"> • 67% made the trip for a business/school/work related purpose (p. 302) • 19% walk-on/81% boarded in a vehicle (p. 305) • 47% made a one-way trip on the ferry six or more times in the previous week (p. 302) • 28% of riders accessed the terminal by bus, walking or bike; and 22% departed the terminal by bus, walking or bike (p. 305) • 32% of walk-on passengers park a car on both sides (p. 306) • 10% of vehicle drivers waited 31-60 minutes to board (p. 306) • Need for transit improvements – 23% service within 2 blocks of origin & destination (p. 308) • Lynnwood was the most frequent origin for westbound travel (10%), but there is considerable spreading of the destinations. (p. 312) • 19% of trips eastbound originated in greater Bremerton, 17% in other north Kitsap County and 13% in other south Kitsap County (p. 314) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 49% of trips undertaken for work/school or business (p. 302) • 24% made a one-way trip on the ferry six or more times in the previous week (p. 302) • 10% of vehicle drivers waited 31-60 minutes to board (p. 306) • Need for transit improvements – 21% service within 2 blocks of origin & destination (p. 308) <p>Sunday</p> <ul style="list-style-type: none"> • 73% of trips undertaken for social/recreational/shopping/sight-seeing (p. 309) 		<p>Edmonds-Kingston Overall Satisfaction</p> <ul style="list-style-type: none"> • 76% satisfied/24% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 44% good value/56% not (p. 45) <p>Fares Too High</p> <ul style="list-style-type: none"> • 36% identified as a concern (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 68% satisfied/32% not (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Edmonds – 72% satisfied/28% not • Kingston – 73% satisfied/27% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 39% satisfied/61% not (p. 148)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Seattle – Bainbridge PM Peak</p> <ul style="list-style-type: none"> • 72% made the trip for a business/school/work related purpose (p. 274) • 56% walk-on/44% boarded in a vehicle (p. 277) • 59% made a one-way trip on the ferry six or more times in the previous week (p. 274) • 72% of riders accessed the terminal by bus, walking or bike and 58% departed the terminal by bus, walking or bike (p. 274) • 14% of walk-on passengers park a car on both sides (p. 278) • 33% of vehicle drivers waited 31-60 minutes to board (p. 278) • Need for transit improvements – 22% service within 2 blocks of origin & destination (p. 280) • Seattle central business district was the most frequent origin for westbound travel (54%) (p. 284) • 53% of trips eastbound originated in west Bremerton (p. 286) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 54% of trips undertaken for work/school or business (p. 274) • 42% made a one-way trip on the ferry six or more times in the previous week (p. 274) • 19% of vehicle drivers waited 31-60 minutes to board (p. 278) • Need for transit improvements – 27% service within 2 blocks of origin & destination (p. 279) <p>Sunday</p> <ul style="list-style-type: none"> • 73% of trips undertaken for social/recreational/shopping/sight-seeing (p. 281) 		<p>Seattle-Bainbridge Overall Satisfaction</p> <ul style="list-style-type: none"> • 79% satisfied/21% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 53% good value/47% not (p. 45) <p>Fares Too High</p> <ul style="list-style-type: none"> • 26% identified as a concern (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 66% satisfied/34% not (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Bainbridge – 58% satisfied/42% not • Seattle– 56% satisfied/44% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 38% satisfied/62% not (p. 148)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Seattle-Bremerton (passenger-vehicle) PM Peak</p> <ul style="list-style-type: none"> • 77% made the trip for a business/school/work related purpose (p. 222) • 54% walk-on/46% board on vehicles (p. 222) • 59% made a one-way trip on the ferry six or more times in the previous week (p. 222) • 81% of riders accessed the terminal by bus, walking or bike and 55% departed the terminal by bus, walking or bike (p. 222) • 15% of walk-on passengers park a car on both sides (p. 226) • 37% of vehicle drivers waited 31-60 minutes to board (p. 226) • Need for transit improvements – 24% service within 2 blocks of origin & destination (p. 227) • Seattle central business district was the most frequent origin for westbound travel (53%) as it was in 1993 (45%). (p. 231). • 46% of trips eastbound originated in west Bremerton (p. 234) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 60% of trips undertaken for work/school or business (p. 222) • 35% made a one-way trip on the ferry six or more times in the previous week (p. 222) • 23% of vehicle drivers waited 31-60 minutes to board (p. 226) • Need for transit improvements – 24% service within 2 blocks of origin & destination (p. 228) <p>Sunday</p> <ul style="list-style-type: none"> • 67% of trips undertaken for social/recreational shopping/sight-seeing (p. 229) 		<p>Seattle-Bremerton Overall Satisfaction</p> <ul style="list-style-type: none"> • 70% satisfied/30% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 46% good value/54% not (p. 45) <p>Fares Too High</p> <ul style="list-style-type: none"> • 28% identified as a concern (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 58% satisfied/42% not (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Bremerton – 68% satisfied/32% not • Seattle – 56% satisfied/44% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 37% satisfied/63% not (p. 148)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Seattle-Bremerton (passenger-only) PM Peak</p> <ul style="list-style-type: none"> • 93% made the trip for a business/school/work related purpose (p. 250) • 77% made a one-way trip on the ferry six or more times in the previous week (p. 250) • 78% of riders accessed the terminal by bus, walking or bike; and 50% departed the terminal by bus, walking or bike (p. 253) • 12% of walk-on passengers park a car on both sides (p. 255) • Need for transit improvements – 30% service within 2 blocks of origin & destination (p. 256) • Seattle central business district was the most frequent origin for westbound travel (70%,) as it was in 1993 (55%). (p. 259). • 70% of trips eastbound originated in west Bremerton (p. 259) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 80% of trips undertaken for work/school or business (p. 250) • 58% made a one-way trip on the ferry six or more times in the previous week (p. 250) • Need for transit improvements – 24% service within 2 blocks of origin & destination (p. 256) <p>Sunday</p> <ul style="list-style-type: none"> • 71% of trips undertaken for social/recreational/shopping/sight-seeing (p. 257) 		
<p>North Sound Mukilteo-Clinton Port Townsend-Keystone</p>	<p>2 distinct travel-sheds based on origin & destination</p> <p>Mukilteo-Clinton 17% of systemwide ridership (p. 72)</p> <p>PM Peak</p> <ul style="list-style-type: none"> • 61% made the trip for a business/school/work related purpose (p. 330) 		<p>Mukilteo-Clinton Overall Satisfaction</p> <ul style="list-style-type: none"> • 77% satisfied/23% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 46% good value/54% not (p. 45)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<ul style="list-style-type: none"> • 30% made a one-way trip on the ferry six or more times in the previous week (p. 360) • 13% of riders accessed the terminal by bus, walking or bike; and 35% departed the terminal by bus, walking or bike (p. 363) • 13% of vehicle drivers waited 31-60 minutes to board (p. 363) • Need for transit improvements – 24% service within 2 blocks of origin & destination (p. 365) • Whidbey Island was the most frequent origin for westbound travel (51%), as it was in 1993 (p. 370). • 34% of westbound travel originates outside the area, 17% from Port Townsend, and 15% from other areas in northeast Jefferson County. (p. 372) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 28% of trips undertaken for work/school or business and 60% for social/recreational/ shopping/sight-seeing reasons (p. 360) • 7% made a one-way trip on the ferry six or more times in the previous week (p. 360) • 12% of vehicle drivers waited 31-60 minutes to board (p. 364) • Need for transit improvements – 21% service within 2 blocks of origin & destination (p. 365) <p>Sunday</p> <ul style="list-style-type: none"> • 74% of trips undertaken for social/recreational/ shopping/sight-seeing (p. 366) 		<p>Fares Too High</p> <ul style="list-style-type: none"> • 28% (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 70% (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Port Townsend – 74% satisfied/26% not • Keystone – 73% satisfied/27% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 41% satisfied/59% not (p. 148)
<p>South Sound Corridor Seattle-Vashon passenger-only ferry Fauntleroy-Vashon- Southworth Point Defiance-</p>	<p>2 distinct travel-sheds based on origin & destination Point Defiance-Tahlequah & North-South Sound Corridor</p>		

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
Tahlequah	<p>North-South Sound Corridor</p> <p>PM Peak</p> <ul style="list-style-type: none"> • 15% of systemwide ridership (p. 54) • 35% walkon/65% boarded in a vehicle (p. 54) • 77% of trips made for work/school/business purpose compared to 73% in 1993 (p 65) • 65% made a one-way trip on the ferry six or more times in the previous week (p. 66) • 35% walk-on/65% boarded in a vehicle, compared to 1993 36% walk-on (p. 68) • Average vehicle occupancy 1.48 persons, down from 1.60 in 1993 (p. 49) • 67% of riders accessed the terminal by bus, walking or biking, down from 73% in 1993; and 41% departed the terminal by bus, walking or biking, down from 47% in 1993 (p. 69) (result from more people keeping cars at the terminal rather than driving around on the increasingly congested Tacoma Narrows Bridge – p. 69) • 42% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 25% of vehicle drivers waited 31-60 minutes to board (p. 31) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 52% of trips undertaken for work/school or business, similar to 1993 (p. 35) • 55% made a one-way trip on the ferry six or more times in the previous week (p. 47) • 26% walk-on/74% board in a vehicle (p. 49) • 37% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 13% of vehicle drivers waited 31-60 minutes to board (p. 32) <p>Sunday</p> <ul style="list-style-type: none"> • 75% of trips undertaken for social/recreational/ shopping/sight-seeing 		

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	<ul style="list-style-type: none"> • 72% made 5 or fewer one-way ferry trips in the past week • 14% walk on/86% board in a vehicle (p. 49) • Average vehicle occupancy 2.1 (p. 49) • 20% use passenger frequent user coupon or auto driver frequent user coupon (p. 30) • 23% of vehicle drivers waited 31-60 minutes to board (p. 32) <p>Combined</p> <ul style="list-style-type: none"> • 13-14% of total ridership (p. 64) <p>Fauntleroy-Vashon</p> <ul style="list-style-type: none"> • Most heavily traveled segment of the Fauntleroy-Vashon-Southworth group of routes (p. 107) <p>PM Peak</p> <ul style="list-style-type: none"> • 72% made the trip for a business/school/work related purpose (p. 108) • 23% walk-on/77% boarded in a vehicle (p. 111) • 77% made a one-way trip on the ferry six or more times in the previous week (p. 108) • 55% of riders accessed the terminal by bus, walking or bike; and 37% departed the terminal by bus, walking or bike (p. 111) • 21% of walk-on passengers park a car on both sides (p. 112) • 35% of vehicle drivers waited 31-60 minutes to board (p. 111) • Need for transit improvements – 22% service within 2 blocks of origin & destination (p. 113) • Seattle central business district was the most frequent origin for westbound travel (30%), as it was in 1993 (20%). (p. 117) • 44% of trips eastbound originated in south Vashon, and 56% in north Vashon, the same as 1993 (p. 117) 	<p>Fauntleroy-Vashon</p> <ul style="list-style-type: none"> • Ridership down 4% from 2003 (p. 45) • 33% reduction in non-peak PM travel (p. 46) <p>PM Peak</p> <ul style="list-style-type: none"> • 68% made the trip for a business/school/work related purpose (p. 46) • 20% walk-on/80% boarded in a vehicle (p. 50) • 63% made a one-way trip on the ferry six or more times in the previous week (p. 46) • 64% of riders accessed the terminal by bus, walking or bike; and 50% departed the terminal by bus, walking or bike (p. 50) <ul style="list-style-type: none"> • Seattle central business district was the most frequent origin for westbound travel (24%) (p. 52) • 38% of trips eastbound originated in south Vashon and 62% in north Vashon (p. 55) 	<p>Fauntleroy-Vashon</p> <p>Overall Satisfaction</p> <ul style="list-style-type: none"> • 58% satisfied/42% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 35% good value/65% not (p. 45) <p>Fares Too High</p> <ul style="list-style-type: none"> • 23% identified as a concern (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 53% /47% not (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Fauntleroy – 59% satisfied/41% not • Vashon – 61% satisfied/39% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 35% satisfied/65% not (p. 148)

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	<p>was in 1993. But then it was 22%. (p. 145).</p> <ul style="list-style-type: none"> • 35% of trips eastbound originated in Other South Kitsap County compared to 54% in 1993. 26% of eastbound trips originated in Mason County. <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 71% of trips undertaken for work/school or business (p. 136) • 37% made a one-way trip on the ferry six or more times in the previous week (p. 136) • 11% of vehicle drivers waited 31-60 minutes to board (p. 140) • Need for transit improvements – 21% service within 2 blocks of origin & destination (p. 141) <p>Sunday</p> <ul style="list-style-type: none"> • 66% of trips undertaken for social/recreational/shopping/sight-seeing (p. 143) <p>Southworth-Vashon (not including those transferring to the Seattle-Vashon passenger-only ferry) (p. 163)</p> <p>PM Peak</p> <ul style="list-style-type: none"> • 80% made the trip for a business/school/work related purpose (p. 165) • 21% walk-on/79% boarded in a vehicle (p. 167) • 71% made a one-way trip on the ferry six or more times in the previous week (p. 165) • 29% of riders accessed the terminal by bus, walking or bike; and 53% departed the terminal by bus, walking or bike (p. 167) • 35% of walk-on passengers park a car on both sides (p. 168) • 16% of vehicle drivers waited 31-60 minutes to board (p. 168) • Need for transit improvements – 15% service within 2 blocks of origin & destination/15% more 	<ul style="list-style-type: none"> • 47% of trips eastbound originated in Other South Kitsap County. 11% of eastbound trips originated in Mason County. (p. 74) <p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 76% of trips undertaken for work/school or business (p. 64) • 55% made a one-way trip on the ferry six or more times in the previous week (p. 64) <p>Southworth-Vashon (not including those transferring to the Seattle-Vashon passenger-only ferry) (p. 81)</p> <ul style="list-style-type: none"> • Ridership down 33% <p>PM Peak</p> <ul style="list-style-type: none"> • 80% made the trip for a business/school/work related purpose (p. 83) • 48% walk-on/52% boarded in a vehicle (p. 86) • 70% made a one-way trip on the ferry six or more times in the previous week (p. 83) • 57% of riders accessed the terminal by bus, walking or bike; and 27% departed the terminal by bus, walking or bike (p. 86) 	

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>park & ride lots/spaces available (p. 169)</p> <ul style="list-style-type: none"> • North Vashon district was the most frequent origin for westbound travel (74%) (p. 172) • 30% of trips eastbound originated in North/other Central Kitsap County, 29% from other South Kitsap County and 19% from Bremerton (p. 172) <p>Sunday</p> <ul style="list-style-type: none"> • 69% of trips undertaken for social/recreational/ shopping/sight-seeing (p. 170) <p>Seattle Vashon Passenger-Only Ferry</p> <p>PM Peak</p> <ul style="list-style-type: none"> • 86% made the trip for a business/school/work related purpose (p. 190) • 79% made a one-way trip on the ferry six or more times in the previous week (p. 190) • 85% of riders accessed the terminal by bus, walking or bike; and 54% departed the terminal by bus, walking or bike (p. 195) • 10% of walk-on passengers park a car on both sides (p. 196) • Need for transit improvements – 32% service within 2 blocks of origin & destination/22% employer paid or subsidized bus pass (p. 202) • Seattle central business district was the most frequent origin for westbound travel (68%) for those on the Seattle-Vashon passenger-only ferry, and also (85%) for those transferring from Southworth (p. 207 & 212) • 50% of trips eastbound originated in north Vashon & 50% in south Vashon. For those transferring from Southworth; 100% were from other South Kitsap County (p. 207 & 214) 	<ul style="list-style-type: none"> • North Vashon district was the most frequent origin for westbound travel (61%) • 35% of trips eastbound originated in other Central Kitsap County, 25% from Bremerton (p. 91) <p>Seattle Vashon Passenger-Only Ferry</p> <ul style="list-style-type: none"> • 19% decrease in ridership since 2003 (p. 97) <p>PM Peak</p> <ul style="list-style-type: none"> • 89% made the trip for a business/school/work related purpose (p. 99) • 82% made a one-way trip on the ferry six or more times in the previous week (p. 99) • 79% of riders accessed the terminal by bus, walking or bike; and 46% departed the terminal by bus, walking or bike (p. 103) <ul style="list-style-type: none"> • Seattle central business district was the most frequent origin for westbound travel (70%) for those on the Seattle-Vashon passenger-only ferry, and also (83%) for those transferring from Southworth (p. 112 & 119) • 72% of trips eastbound originated in north Vashon & 28% in south Vashon. For those transferring from Southworth 100% were from other South Kitsap County (p. 115 & 122) 	

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Non-Peak</p> <ul style="list-style-type: none"> • 95% made the trip for a business/school/work related purpose (p. 100 2003) • 91% made a one-way trip on the ferry six or more times in the previous week (p. 100 2003) <p>Point Defiance-Tahlequah</p> <ul style="list-style-type: none"> • 3% of systemwide ridership (p. 72) <p>PM Peak</p> <ul style="list-style-type: none"> • 70% made the trip for a business/school/work related purpose (p. 80) • 16% walk-on/84% boarded in a vehicle (p. 83) • 63% made a one-way trip on the ferry six or more times in the previous week (p. 80) • 33% accessed the terminal by bus, walking or bike, and 33% departed the terminal by bus, walking or bike, up from 16% in 1993 (p 83) • 28% accessed the terminal by bus, compared to almost none in 1993 (p. 6) • 30% of walk-on passengers park a car on both sides (p. 6) • 23% of vehicle drivers waited 31-60 minutes to board (p. 83) • Need for transit improvements – 26% service within 2 blocks of origin & destination/19% service at both ends of ferry route (p. 85) • South Tacoma was the most frequent origin for westbound travel (22%), compared to 1993 when it was Tacoma central business district (p. 89) • 62% of trips eastbound originated in north Vashon and 38% in south Vashon, the same as 1993 (p. 89) 	<p>Non-Peak</p> <ul style="list-style-type: none"> • 94% made the trip for a business/school/work related purpose (p. 99) • 83% made a one-way trip on the ferry six or more times in the previous week (p. 99) <p>Point Defiance-Tahlequah</p> <ul style="list-style-type: none"> • 15% drop in ridership due to fare increases & lower service levels (p. 27) <p>PM Peak</p> <ul style="list-style-type: none"> • 62% made the trip for a business/school/work related purpose (p. 28) • 12% walk-on/88% boarded in a vehicle (p. 33) • 62% made a one-way trip on the ferry six or more times in the previous week (p. 28) • 37% accessed the terminal by bus, walking or bike; and 12% departed the terminal by bus, walking or bike (p. 28) <ul style="list-style-type: none"> • North Tacoma was the most frequent origin for northbound travel (27%) (p. 35) • 54% of trips eastbound originated in north Vashon and 46% in south Vashon (p. 38) 	

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 37% of trips undertaken for work/school or business (p. 80) • 46% made a one-way trip on the ferry six or more times in the previous week (p. 80) • 16% of vehicle drivers waited 31-60 minutes to board (p. 84) • Need for transit improvements – 18% service within 2 blocks of origin & destination/21% service at both ends of ferry route (p. 86) <p>Sunday</p> <ul style="list-style-type: none"> • 70% of trips undertaken for social/recreational/ shopping/sight-seeing (p. 87) 	<p>Weekday Non-Peak</p> <ul style="list-style-type: none"> • 43% made the trip for a business/school/work related purpose (p. 29) • 58% made a one-way trip on the ferry six or more times in the previous week (p. 29) 	
<p>San Juan Islands Corridor Anacortes-Friday Harbor routes Inter-Island routes International route</p>	<p>Origin-destination locations do not coalesce to form a clear travel-shed (p. 54) Draw riders from all over Western Washington 16% of systemwide ridership (p. 54)</p> <p>Anacortes-San Juan Islands Daily – Weekday</p> <ul style="list-style-type: none"> • 33% of trips undertaken for work/school/ business related reasons; 30% for medical appointments/personal business/other reasons; 38% for social/recreational/ shopping/sight-seeing reasons (p. 388) • 11% walk-on, 88% boarded in a vehicle (p. 391) • 16% made a one-way trip on the ferry six or more times in the previous week (p. 388) • 21% of walk-on riders accessed the terminal by bus, walking or bicycle; and 27% departed the terminal by bus, walking or bicycle (p. 391) • 35% of vehicle drivers waited 31-60 minutes to board and 13% waiting 61 to 90 minutes (p. 392) • Need for transit improvements – 20% service at both ends of the ferry route (p. 393) • Other west Skagit County was the most frequent 		<p>Anacortes- San Juan Islands Overall Satisfaction</p> <ul style="list-style-type: none"> • 79% satisfied/21% dissatisfied (p. 37) <p>Value</p> <ul style="list-style-type: none"> • 57% good value/43% not (p. 45) <p>Fares Too High</p> <ul style="list-style-type: none"> • 29% indicated as a concern (p. 47) <p>Ferry Service Satisfaction</p> <ul style="list-style-type: none"> • 58% satisfied/42% not (p. 92) <p>Terminal Service Satisfaction</p> <ul style="list-style-type: none"> • Friday Harbor – 68% satisfied/32% not • Anacortes – 70% satisfied/30% not (p. 103) <p>Satisfaction with Ferry Amenities</p> <ul style="list-style-type: none"> • 41% satisfied/59% not (p. 148)

Area	1999 Origin and Destination Study	2003 Origin and Destination Study	2002 Survey
	<p>origin for westbound travel (15%), but the origins are widely distributed (p. 398)</p> <ul style="list-style-type: none"> • 49% of trips eastbound originated on Orcas Island and 42% in San Juan Island (p. 400) <p>Sunday</p> <ul style="list-style-type: none"> • 72% of trips undertaken for social/recreational/ shopping/sight-seeing reasons (p. 394) <p>Anacortes-Sidney Weekdays</p> <ul style="list-style-type: none"> • 88% of trips undertaken for social/recreational/ shopping/sight-seeing reasons (p. 416) • 8% walk-on/92% boarded in a vehicle (p. 416) • 2% made a one-way trip on the ferry six or more times in the previous week (p. 416) • 18% of riders accessed the terminal by bus, walking or bike and 25% departed the terminal by bus, walking or bike (p. 419) • 21% of walk-on passengers park a car on both sides (p. 140) • 45% of vehicle drivers waited 31-60 minutes to board, and 22% waited 61-90 minutes (p. 419) • Need for transit improvements – 19% service within 2 blocks of origin & destination (p. 421) • Seattle and all other places were the most frequent origins for westbound travel (22% each) (p. 426) • 82% of trips eastbound originated from Victoria (p. 428) <p>Sunday</p> <ul style="list-style-type: none"> • Unlike the rest of the system Sundays are very similar to weekdays (p. 434) 		